

Public Works- General Services

City of Newton Performance Management Scorecard

September 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value more than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
Streets and Sidewalks								
Outcome #1 Insure that projects are on time and under budget								
% of Construction projects on schedule	Keep a minimum of 100% of projects on schedule	98%	100%	89%		96%	91%	
% of Construction projects on budget	Keep 100% of project under budget	80%	100%	100%		80%	96%	
Outcome #2 User friendly and durable streets								
Number of miles re-paved	Repave 8 miles of road during FY2014			3			6	
% of Potholes repaired within 3 business days	Repair at least 100% of potholes within 3 days	88%	100%	95%		82%	95%	
Outcome #3: Ensure a safe citywide sidewalk system								
Miles of new sidewalk constructed	Construct 2 miles of sidewalk in FY2014			1			1	
Repair 2.5 miles of sidewalk	Repair 2.5 miles of sidewalk in FY2014			0			2	
% of Sidewalks made safe within 5 days	Make at least 100% of sidewalks safe within 3 days	99%	100%	76%		97%	83%	
Community Beautification								
Outcome #1 Create and maintain a beautified Newton								
# of BoxART traffic control box art design	Complete a total of 24 boxart traffic control boxes			0			0	
# of City Entrance Improvements: streets swept, traffic island cleanliness, cut grass, weeds and brush control	Complete improvements at 10 entrances 3 times per year			Done			30	
# of Village Painting Projects (fire boxes, parking meter poles, fire hydrants, fences, etc.)	Complete 13 painting projects during FY14			Done			13	
Trash and Recycling								
Outcome #1 Effective trash and recycling program								
% of Bulky items on schedule for pick up	100 % of items on schedule for pick up in 1 day		100%	100%			100%	
Curbside recycling % of total tonnage	Improve recycling rate of 35%	35%	35%	34%		35%	33%	
% of Trash pickups made on time without issue	Maintain an accuracy rate of 99.99% for on-time collections	99.86	99.99%	99.90		99.90	99.87	
% of Recycling pickups made on time without issue	Maintain an accuracy rate of 99.99% for on-time collections	99.91	99.99%	99.97		99.95	99.95	
Transportation								
Outcome #1: Safe and Efficient Street Lighting Infrastructure and Efficient and Effective Parking Systems								
% of out of service parking meters replaced within 7 days	Replace 100% of out of service parking meters in 7 days		100%	100%			100%	
% of LED project completed on schedule	Complete 100% of project on schedule		100%	25%			25%	
% of Streetlamps repaired within 14 days of receipt	Repair at least 100% of streetlamps within 14 days		100%	100%			100%	
% of Line painting projects completed on schedule	100% of painting projects on schedule		100%	93%			93%	

Notes